

Pulaski Electric System

Operating Policy Number: E2-2

Policy Title: Pulaski Electric System (“PES”) Customer Privacy Policy

Scope: All PES Energize Customers

Policy Statement: As a customer of Pulaski Electric System (“PES”), you have a right to know what we do your personal information. This Customer Privacy Policy (the “Notice”) describes our practices with respect to your “personally identifiable information” and certain other information, and applies to PES subscribers and their use of PES Energize’s video, phone and Internet services.

Policy:

- A. PES takes the privacy of its customers very seriously. Section 631 of the Cable Communications Policy Act of 1984, as amended, (the “Cable Act”) provides certain protections to you, as a subscriber to PES Energize’s video service or other services, and requires that PES disclose to you the following:
1. The limitations imposed on PES in its collection and disclosure of personally identifiable information about you.
 2. The type of personally identifiable information PES collects;
 3. How PES uses your personally identifiable information;
 4. Under what circumstances PES may disclose your personally identifiable information and to whom;
 5. The period during which PES maintains your personally identifiable information; and
 6. How you may access your personally identifiable information.

In addition, Section 222 of the Communications Act, as amended, provides privacy protections for certain information related to PES Energize’s telephone and broadband Internet access services:

7. Information about the quantity, technical configuration, type, destination, location, and amount of your use of the phone and broadband Internet access service; and
8. Information contained on your bill concerning the type of phone and broadband access services and features you receive.

This information is known as customer proprietary network information (“CPNI”). This Notice includes PES’s CPNI Policy and describes what CPNI information PES obtains, how it’s protected, and how it may be used.

B. Personally Identifiable Information

To provide video and other services to you, PES obtains certain “personally identifiable information” (“your information”). Your information may include: name, address, telephone number, social security number, date of birth, driver’s license number, billing records, service maintenance and repair records, premium service subscription information, marketing information, demographic information, user IDs, passwords, email addresses, customer complaints, correspondence, and communications records. In providing our services, PES may also collect information about your video equipment, computer hardware and software, modems, routers, settings, and other preferences to aid in customer support.

Except as indicated below under **Sharing Policy**, all personally identifiable information is used for the normal business purpose of offering and providing video television service and other services to you. Only persons authorized by us may access this information. Persons authorized to access customer information include our employees and sales agents, billing and collections services, accountants, and other businesses that provide products and services to us. These persons may access customer information on a regular basis. We maintain certain customer information for as long as we provide service to a customer and for a commercially reasonable time thereafter. Other customer information is periodically destroyed.

Sharing Policy – Federal law prohibits the disclosure of your personally identifiable subscriber information without your consent. The following exceptions apply:

1. **Business activities.** PES may disclose customer information in order to conduct a legitimate business activity related to providing video service or other services.
2. **Unauthorized reception of video service.** PES may disclose customer information in order to detect unauthorized reception of our video service.
3. **Names and addresses to third parties.** PES may disclose names and addresses to third parties for purposes as mailing lists, charities, and direct mail marketing; unless you notify us in writing that you do not wish us to disclose it. You may write us with a nondisclosure request at any time to the return address on your billing statement, or by contacting us at info@pesenergize.com. No such disclosure may reveal directly or indirectly the video services you view or other transactions you make.
4. **Court order.** PES must disclose personally identifiable information without your consent if we are required to do so by a court order. If PES is served with a court order requiring disclosure, we will promptly inform you before releasing any information. You will then have an opportunity to contest the order.
5. **Law enforcement request.** PES may also disclose personally identifiable information without your consent when requested by law enforcement under certain circumstances.

C. Customer Proprietary Network Information

Customer Proprietary Network Information (“CPNI”) is personally identifiable information that PES collects when providing you with telephone or broadband Internet access services. CPNI typically consists of telephone numbers called by the subscriber along with the associated call duration and timing of those calls as well as call frequency and any call management services utilized by the customer. The FCC requires PES to notify all subscribers of their rights to restrict the use of their CPNI. You have the right, and PES has a duty, under federal law, to protect the confidentiality of your CPNI.

1. **Permitted use of CPNI.** CPNI can be used by PES for certain purposes without your permission. PES may use CPNI to offer you new or enhanced services that are related to the category of services to which you currently subscribe. PES may also use CPNI to respond to your inquiry regarding services you currently use or related services PES offers. In addition, PES may use CPNI in connection with repair and maintenance services, billing and collection, and to protect company property and to prevent fraud.
2. **Prohibited use of CPNI.** Unless you specifically authorize its use, PES may not use CPNI to market services unrelated to the services to which you currently subscribe. For example, PES may not use CPNI to offer you any type of long-distance service unless you currently subscribe to their long-distance offerings. PES may not share CPNI with any other company, including our affiliate companies, unless you are a customer of our affiliate.
3. **Additional information regarding your CPNI rights.** You have the right to deny or withdraw access to CPNI at any time or to instruct PES to disclose CPNI to unaffiliated third parties upon submission of a written request. Any approval or denial for the use of CPNI outside of the service to which you subscribe to from the company is valid until you affirmatively revoke or limit such approval or denial. A denial of your approval will not affect the provision of any services to which you subscribe.

Additional Privacy Provisions

4. **Children’s Privacy** – Any websites provided by PES are not directed at, nor intended for use by, children under the age of 13. We do not knowingly allow anyone under 18 to provide any personal information. Children should always get permission from a parent or guardian before sending personal information over the Internet. If you believe your child may have provided us with personal information, you can contact us at the return address on this notice or found on your monthly bill and we will delete the information. You can find more information about protecting children’s privacy by contacting the FTC or viewing its website at <http://www.ftc.gov>.

5. **Child Pornography** – As a provider of an electronic communications service, we are required by law to report any evidence we may become aware of relating to violations of laws concerning child pornography.
6. **Customer Rights** – As a customer, you may review your personal information by contacting a customer support representative. PES needs a reasonable amount of time to collect the information and remove any references to other customers. You may request correction of any errors in personal information that we collect or maintain pertaining to you. You have the right under federal law to enforce your privacy rights concerning our collection, use, and sharing of your personally identifiable information through a civil action in federal district court.

D. Communications Preferences/Opt-Out

Subscribers who do not wish to receive marketing materials, phone calls, emails or direct mail may notify PES at any time. You may also prohibit PES' permitted disclosure of your information to third parties under the Cable Act (except as otherwise required by legal process or applicable law) by notifying us in writing. You may opt out of receiving marketing communications by telephone by notifying the calling party that you wish to opt-out or by following the automatic opt-out instructions on such a call. You may also opt-out of such calls by sending a request in writing to the address below.

E. What communications will PES send?

Please be advised that your privacy policy election does not restrict PES from initiating phone calls, emails, or other customer contact relative to non-marketing account-related matters.

F. Changes to Privacy Notice

PES regularly updates this Notice as needed to reflect changes to its privacy policies. You can request additional and updated information at any time by contacting us at 931-363-2522 or by email at info@pesenergize.com. We will also provide you with a copy of the current Notice at the time you subscribe to our service and each year that you continue to be a subscriber.

G. How do I contact PES?

If you have any questions regarding this privacy notice, or wish to contact us about your personal information, please contact us directly at:

Phone: (931) 363-2522

Email: info@pesenergize.com

Mail: 128 S. 1st Street, PO Box 368, Pulaski, TN 38478

Responsible Office(s): Chief Information Officer
Chief Customers Services Officer

Effective Date: April 26, 2022

Policy History:

Approved: March 20, 2007

Revised: April 26, 2022